



STATE OF NORTH CAROLINA  
OFFICE OF THE GOVERNOR

ROY COOPER  
GOVERNOR

July 17, 2020

Dear North Carolina Utility Service Providers:

The COVID-19 pandemic has presented immense challenges for our state and we continue to need everyone to do our part to help prevent the spread of this virus. I want to take this opportunity to thank you for doing your part to help struggling residents of North Carolina. As utility service providers, your willingness to work with customers to ease the impact of this pandemic is critical.

I recognize that this has been a trying time for both utility service providers and your customers. Many of your organizations have experienced significant financial strain alongside families and business owners all across North Carolina. My administration is continuing work to identify funding that can be used to provide utility assistance to residents who are struggling due to the pandemic.

Executive Order No. 124 will be expiring at the end of this month, but I want to stress that the section of the Order pertaining to repayment plans of at least six months will remain in place. I encourage you to reach out to your customers not only to set up these plans, but to also connect them with any available relief that can help them avoid utility disconnections.

I issued Executive Order No. 124 and extended it through Executive Order No. 142 to provide North Carolinians with relief during this unprecedented time. As these Orders expire, I urge utility service providers across North Carolina to continue your efforts to work with customers to prevent utility disconnections during the pandemic. These efforts are vital to ensuring safe, stable, and healthy homes for all North Carolinians.

With kind regards, I am

Very truly yours,

A handwritten signature in black ink that reads "Roy Cooper". The signature is stylized and cursive.

Roy Cooper